

# **EXHIBIT 3**

## **Part C**

Page 1 of 1

## CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 07/15/2004 14:38

CSC Location: CCSC09/845

Confirmation #: 005LXT7J7

## Caller Information:

ACCT #

(830)778-6127

DAVID MILLER - non-preferred

## Incident / Location:

SAME

648 BEAVER CT

NAPERVILLE, IL 60563

Description: (D2) Delivery - Mis-Delivery

INCIDENT DATE/TIME: 07/15/04 14:38 - 1ZE3858E0344273633-MISDEL TODAY 7/15/04 TO 648 BEAVER CT NAPERVILLE IL 60563  
AND THE CORR ADD IS 848 BAYER RD NAPERVILLE IL 60563

## Action Taken By CSC:

## FIRST REQUEST RESPONSE

Pending?: \_

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 07/15/2004

Prior Contact Attempts:

Date

Date

Time 04:10

Time

Time

What action was taken to satisfy the Customer?:

DRIVER WILL GO BACK TO 648 BEAVER CT AND P/U PKG—I TRIED CALLING DAVID, BUT NO-1 ANSWERED—  
DRIVER SHOULD DEL PKGS KEEPING A BETTER EYE OUT ON ADDRESS'S—DRIVER WILL BE TALKED TO

UPS Employee Involved:

LAKEBURG, K

Completed By:

MONIKA MILEWSKA

Post to Employee's Record: N

To Whomever it may Concern,

I live in La Grange Park. Last year the UPS driver left packages at my door. They were not mine. My House is 803 and the packages were for 603. It was dark and 6, 8 & 0 look a lot alike, so an easy mistake.

his happened  
twice I called the people they were for  
Mr. Big Deal. I could have

called UPS and had them come and pick them up. Would that driver had been in trouble?

I hope not. People make mistakes. I see the truck go by here just about every day in Rain, Sleet, snow, ice, cold, heat and away about else that come along. Some times its well into the evening when I see him. This has to be a high stress job.

Mrs. Lohmeyer  
803 N. Stone  
La Grange Park, IL

Concern 3/5/04 005L9RFLB

Bottom portion of the concern reads :Driver always asks the employees to  
Bring packages in for her."

See letter:Roadmasters

*PLEASE NOTE: CONCERN WAS COMPLETED BY SCOTT*

# ROADMASTER TIRE AND SERVICE GROUP

Corporate Office: 275 East Ogden Avenue • Naperville, Illinois 60563 • Tel. 630-355-3210 • Fax 630-355-3230

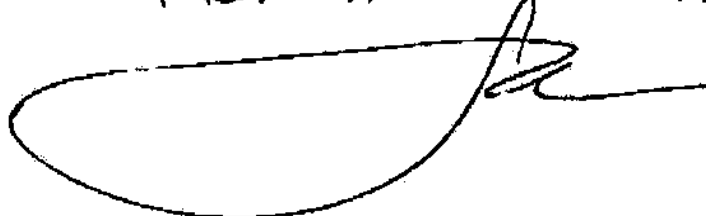
To Whom It May Concern,

KATNY WAS OUR UPS DRIVER SINCE I TOOK OVER MANAGEMENT OF ROADMASTER GOODYEAR 2 YEARS AGO. KATNY HAS ALWAYS BEEN VERY FRIENDLY AND EFFICIENT! I'VE OFFERED TO HELP WITH HEAVIER PACKAGES - BUT WAS TOLD THAT'S HER JOB! SHE IS A DEFINIT ASSET TO UPS

Sincerely,

TIM MADURA

ROADMASTER GOODYEAR



OPEN CUSTOMER CONCERN  
RRDD: 0246  
NAPERVILLE 6014

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 03/05/04 12:50  
CSC Location: CCSC04/518  
Confirmation #: 005L9RFBL

## Caller Information:

ACCT # 0000E62440  
(630)268-2800  
MARY EVERTS  
ENTERNET  
RM# 470 2400 ODGEN AVE  
LISLE, IL 60532

## Incident Location:

SAME

## Description: (P1) Pickup - Scheduled Daily Pickup

Incident Date/Time: 03/04/04 16:15 - DAILY P/U CUST E62440 DID NOT RECEIVE DAILY P/U  
WANTS TO TALK TO SOMEONE ABOUT SITUATION PLEASE GIVE A CALL BACK//MA

## Action Taken by the CSC:

Air Qty:1;Ground Qty:;Cust Wait Time:06:00 PM;Customer Close Time:05:30 PM

D

Pending?: \_\_\_

## FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date 03/05/04	Prior Contact Attempts:	Date	Date
	Time 13:30		Time	Time

## What action was taken to Satisfy the Customer?:

CALLED CUST, APOLOGIZED FOR INCONVENIENCE. DIAD QUERY SHOWS P/O WAS TOO EARLY. PKG MISSED  
WAS NDA--PER SUP, UPGRADE TO SAT. ALSO STATES DRIVER NEVER SIGNS PRINTOUT & DRIVER  
ALWAYS ASKS THE EMPLOYEES TO BRING IN PKGS FOR HER. TOLD HER I WOULD NOTIFY SUP.

? NO

UPS Employee Involved: LAKEBURG, K  
Post to Employee's Record?: Y

Completed By: SCOTTI

Spoke w/ Kathy.

Pesa Hendrichsen present

Picked up pkg early (11:15). Did not go back for regular  
3:30 pm. Assumed they had nothing going out. Kathy  
understands NO P/U's will be made prior to 2:30  
(unless authorized and/or indicated on DIAD)

UPS 0081

Stop Label

Account Information

ENTERNET DIV OF INTERIM S E62440

Rm 470

2400 OGDEN AVE

LISLE 60532

Stop Information

Stop Time: 11:15

Svc Provider: LAKEBERG KATHY

Dispatch: 099BLS

Stop Number: 37

UPS 0082

Detailed Stop Information

Scheduled Pickup

Scheduled Time: 1530

Phone Num: 630-268-2800

Closing Time: 1700

Pickup Point: FRONT

Area: 3601

Package Information

Total Pkgs: 1

Type /	Tracking Number	Status
GND	1ZE624400341771951	Picked Up

\* - Multiple 12 Labels

A - Address Correction in DIAD

@ - Adult Sig Required - Non-Barcoded

S - Signature Required - Non-Barcoded

Package Detail

Service Provider

Print

Help

Cancel

Concern: 001JXMPHM 05/12/04 DOC; 5/14/04

A concern that states POST TO EMPLOYEES RECORD- NO  
Was written up for disciplinary action. A 3 day suspension-reduced to a written.  
The correction was made in 10 minutes time. Kruml stated I inconvenienced 2 customers.  
"The customer at Lanley had to wait for their delivery." There was no commit time on  
the ground package. The resident at Langley address may or may not have been home.  
The  
Package was driver-released to the front door.

*PLEASE NOTE: MY ACTIONS WERE NO DIFFERENT  
THAN OTHER EMPLOYEES I WAS SINGLED OUT.  
SEE ATTACHED LETTER FROM CUSTOMER AFTER  
I FOLLOWED UP ON HIS MISDELIVERY BY A  
CO-WORKER.*



I live at 620 Beaver, Naperville. I called the UPS office. They said my package was delivered to the wrong address. I told UPS to tell that guy to go get my package and bring it to the right house. The company mailed another box, approximately months afterwards. A person brought a box over to me that was left at his house. I refused this box and gave it to Kathy since the company had sent a new box to me.

Vito Denatale

Vito DENATALE

630 548 2523

DOCUMENT OF CONVERSATION

On 05/14/04, I spoke with Kathy Lakeburg regarding improper driver release and mis-delivered packages.

*Pam Treaswell*  
Daryl Cassarotti, union steward was present. We discussed proper driver release methods. One package

was misdelivered to 1622 Colfax Court, Naperville, IL 60563. The package should have been delivered to 1023 Langley Naperville, IL 60563. She has been re-certified on proper driver release methods. Due to her inability to follow methods, Kathy will be suspended for three days. She understands if the procedures and methods are not followed further discipline will occur.

Management Signature: *L. J. [Signature]*

Employee Signature: *R. T. S*

Steward Initials: *BP*

Document of conversation.mxd documents word

Pictures filed in driver followup file. Warning letter and write up in employees file.

*Kruml*  
Kruml chooses  
DAMI AS MY REP

*Revised to written  
warning. Understands that  
future failure to adhere  
to methods will result  
in disciplinary action.*

*L. J. [Signature]*

*W. [Signature]*

CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

\*\*\*\*\* URGENT \*\*\*\*\*

Original Concern:

Date/Time: 05/12/2004 12:53

CSC Location: CCSC07/CWA

Confirmation #: 001JXMPHM

Caller Information:

ACCT #

- non-preferred

Incident / Location:

SAME

Description: (D2) Delivery (Mis-Delivery)

INCIDENT DATE/TIME: 05/12/04 12:51 - 120834170370280758. THIS PKG WAS DEL TO 1622 COLFAX COURT NAPERVILLE IL 60563. IT WAS ADR TO MADINE ROSKENS 1023 LANGLEY CIR. NAPERVILLE IL 60563. CUST STATES PKG IS RIPPED AND SHE WANTS IT PU FROM HER PORCH TODAY. NO GUAR.

Action Taken By CSC:

FIRST REQUEST RESPONSE

Pending?: \_

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact: Date 05/12/2004 Prior Contact Attempts: Date Time Time  
Time 13:07

What action was taken to satisfy the Customer?:

SENT A MSG. TO THE DRIVER TO PU AND REDEL. AND SHE ANSWERED BACK THAT SHE ALREADY TOOK CARE OF THE PROBLEM

UPS Employee Involved: LAKEBURG,K

Completed By: M. KASPER

Post to Employee's Record: N

7  
Post to employees RECORDS NO  
PHONEDL AT 12:53  
TIME 13:07 - incident is  
already resolved

UPS 0076

Tracking Number: 120834170370280758  
Service Level: GROUND

Search Results:

Package is Part of a Shipment.

Type	Shipper #	Address/Location	Date	Time	Status	
DEL	083417	1023 LANGLEY CIR NAPERVILLE IL 60563 US	05/12/04	13:05	DR RELEASED	FRONT DOOR
SCAN		6038 ADDISON, IL US	05/12/04	06:36	OUT FOR DEL	
SCAN		6038 ADDISON, IL US	05/12/04	01:35	ARRIVAL SCAN	
SCAN		6069 JEFFERSON ST, IL US	05/12/04	00:42	DEPARTURE	
SCAN		6069 JEFFERSON ST, IL US	05/11/04	12:50	LOCATION	
SCAN		6069 JEFFERSON ST, IL US	05/11/04	10:20	ARRIVAL SCAN	
SCAN		0708 MEADOWLANDS, NJ US	05/08/04	04:08	DEPARTURE	
SCAN		0708 MEADOWLANDS, NJ US	05/07/04	22:41	ARRIVAL SCAN	
SCAN		0899 EDISON, NJ US	05/07/04	21:52	DEPARTURE	
SCAN		0899 EDISON, NJ US	05/07/04	19:52	ORIGIN SCAN	
MANF	083417	/US	05/07/04	18:50	BILLING INFO	

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AND AT 13:05  
The package is delivered  
to Front Door AT 1023  
LANGLEY

K Exaggeration by Kruml  
with intent to inflict  
emotional distress.

UPS 0078

DEM 50.00 R

Served suspension  
week of June  
Only Driver +  
serve  
and on

Document of Conversation; 1/13/03-1/13/04  
Concern; 001KZ24F60

Kruml placed a disciplinary notice in my file. I corrected the misdelivery.  
Both companies ordered similar boxes from Office Max, they had similar  
Names and suite numbers.  
The delivery was corrected.

As humans we are capable of error. Note; kruml's document has an error- the  
wrong date. 1/13/03. The error took place on 1/13/04.

*PLEASE Note: Kruml's error on "Doc"  
Concern completed by Scotti*

*Wrong Date 2004*  
**DOCUMENT OF CONVERSATION**

On 01/13/03, I spoke with Kathy Lakeburg regarding improper driver release and mis-delivered packages. Lisa Hendrickson, union steward was present. We discussed proper driver release methods.

One package was misdelivered to 3033 Ogden Ave, Ste 200 Lisle, IL 60532. The package should have been delivered to Ste 302. We reviewed and re-certified her on proper driver release methods. She understands if the procedures and methods are not followed further discipline will occur.

Management Signature: *[Signature]*

*This was not a Driver release step*

Employee Signature: *RTS*

Steward Initials: *lh*

Document of conversation, no documents used

Pictures filed in driver's follow-up file. Warning letter and write up in employee file.

## CLOSED CUSTOMER CONCERN

RRD: 0246

NAPERVILLE 6014

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 01/13/04 12:07  
 CSC Location: D0247/5TH  
 Confirmation #: 001KZ4F50

## Caller Information:

ACCT # 00002775W5  
 (800)613-4624 Ext. 3372  
 PHIL FRESENE X2315  
 OFFICE DEPOT 1105  
 505 E KERRIE BLVD  
 CAROL STREAM, IL 60188 1850

## Incident Location:

(800)613-4624 Ext. 3372  
 PHIL FRESENE X2315  
 POSITIVE APPRAISAL  
 RM# 200 3033 OGDEN AVE  
 Lisle, IL 60532

## Description: (D2) Delivery - Mis-Delivery

Incident Date/Time: 01/08/04 12:06 - 132775W50320813824 MIS DEL TO WRONG STE- WAS DEL TO  
 200- ODS DRIVER TO GO BK P/U & RE DEL TO STE 302-NEEDS ASAP

## Action Taken by the CSC:

D

Pending?:

FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date	01/13/04	Prior Contact Attempts:	Date	Date
	Time	13:05		Time	Time

## What action was taken to Satisfy the Customer?:

VMAIL MSG. APOLOGIZED FOR INCONVENIENCE. WILL HAVE DRIVER GO BACK AND RETRIEVE PKG &  
 DEL TO CORRECT STE#.

UPS Employee Involved: LAKESBURG,K  
 Post to Employee's Record?: Y

Completed By: SCOTTI



Tracking Number: 1Z2775W50320813824  
 Service Level: GROUND  
 Scheduled Delivery Date: 01/09/04  
 Search Results:

Package is Part of a Shipment.

- Customer Information

Shipper: 2775W5  
 OFFICE DEPOT  
 515 E KEHOE  
 CAROL STREAM IL 60188  
 UNITED STATES

Ship To:

POSESTIVO APPRAISAL  
 3033 OGDEN AVE STE 302  
 LISLE IL 60532  
 UNITED STATES

Shipment:

Service Level: GROUND  
 Total Packages: 2  
 Pickup Date: 01/08/04  
 Billing Type: PREPAID

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200 professional  
CONSULTANTS

(1 Box) →  
 Transposed  
 the PKs in the  
 company's NAMES  
 Shipper numbers ARE the  
 same for both Swtley  
 Both shippers ordered  
 From OFFICE Depot  
 The Ladies at 200 didn't  
 Catch this till later either  
 Package was retrieved  
 And brought to correct suite  
 Other Drivers make this  
 mistake

UPS 0086

Package Data - Tracking Number - Search Criteria  
Tracking Number: 1Z2775W50320813824  
Service Level: GROUND  
Scheduled Delivery Date: 01/09/04  
Search Results:

Type	Tracking #	Address/Location	Date	Time	Status
DEL	✓ 1Z2775W50320813485	3033 OGDEN AVE FL 3 STE 3	01/08/04	11:25	L MCSWEENEY RECEPTION
DEL	✓ 1Z2775W50320813824	3033 OGDEN AVE STE 200 LI	01/08/04	11:23	RENICK RECEPTION

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UPS 0085

Concern: 001L01CMZ 01/06/04-01/07/04

After talking to Donna Swoger, after I received my employee files in July 2005, I learned that Swoger was not working on 01/06/04. On 01/06/04 I looked for the manifest and any packages. I waved to the receptionist. Kruml told me in his office "You took the candy and not the pick-up." I remembered a night time supervisor had contacted me on the route. He asked if I had stopped at the pick-up I answered Yes. He said they have something or they might be closed, I send another driver by to check.

The pick-up was placed back of the desk off to the side. I followed the instructions of the night supervisor, MALE VOICE. 1/6/04

*PLEASE NOTE: I DID NOT FAIL TO GO TO THE PICKUP*

## CLOSED CUSTOMER CONCERN

RRDD: 0246

NAPERVILLE 6014

\*\*\*\*\* URGENT \*\*\*\*\*

*Lakeburg - warning letter*

## Original Concern:

Date/Time: 01/07/04 08:34  
 CSC Location: CCSC09/340  
 Confirmation #: 001L01CMZ

## Caller Information:

ACCT # 00009666XX  
 (630)971-1000  
 DOMNA SWOGER  
 SUBURBAN MOVING & STORAGE  
 2100 OGDEN AVE  
 Lisle, IL 60532 1507

## Incident Location:

SAME

## Description: (P1) Pickup - Scheduled Daily Pickup

Incident Date/Time: 01/06/04 17:00 - CUST IS DAILY PU ACCT. CUST NEVER RECVD PU FRM  
 YESTERDAY. CUST NEEDS TO HAVE PKGS PU TODAY ASAP. PLS CB TO RESOLVE MATTER. NORMAL  
 PU TIME IS 3:30PM. THANKS.

## Action Taken by the CSC:

Air Qty:;Ground Qty:7;Cust Wait Time:05:00 PM;Customer Close Time:05:00 PM

0

## Pending?:

## FIRST REQUEST RESPONSE

## Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

## Contact:

Date 01/07/04  
 Time 09:00

## Prior Contact Attempts:

Date  
 Time

Date  
 Time

## What action was taken to Satisfy the Customer?:

CALLED CUSTOMER APOLOGIZED GAVE HER CENTER NUMBER AND LET HER KNOW WE WILL REVIEW WITH  
 DRIVER CUSTOMER STATED SHE HAS REVIEWED W/DR ABOUT DEL TO CORRECT ADDRESS AND PU ALL  
 PKGS ON A TIMELY MATTER DRIVER SAID ITS NOT HER MAKING DEL ERRORS

UPS Employee Involved: LAKEBURG, K  
 Post to Employee's Record?: Y

Completed By: N. SCALZO

*this concern  
 was phoned in on  
 the 6th sup  
 said he would have  
 a driver take care  
 of this.*

*Took the candy - did not take  
 the pickup*

Concern:001KX34DL 12/05/03

I believe this was wrongfully charged to my records, and was a fellow drivers error. Sue told me to pick this up. I told Sue I did not misdeliver it, but I'd be happy to correct this.

*PLEASE NOTE: I spoke to Sue over the phone  
AND corrected A misdelivery For co-worker  
I served suspension around JUNE 8, 2004  
For this misdelivery by co-worker*

CLOSED CUSTOMER CONCERN

RRDD: 0246

NAPEVILLE 6014

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 12/05/03 09:38  
CSC Location: CSC04/160  
Confirmation #: 001KX34DL

## Caller Information:

ACCT #  
(630)355-6258  
WHITNEY SURANE  
COUNTRY VILLA  
4715 BEAU HIEN BLVD  
LISLE, IL 60532

## Incident Location:

SAME

*who had this  
package*

## Description: (D2) Delivery - Mis-Delivery

Incident Date/Time: 12/04/03 09:29 - 122894282215078704, DRYN MIS-DELV TO COUNTRY VILLA  
4715 BEAU HIEN BLVD LISLE IL 60532. PKG ADDR TO MILES & WILLE 2519 OLD TAVERN RD  
LISLE IL 60532. SCHEDULED DELV DATE 12/04/03.

## Action Taken by the CSC:

*Look up this tracking  
Number*

Pending?:

FIRST REQUEST RESPONSE

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact: Date 12/05/03  
Time 09:50

Prior Contact Attempts:

Date  
Time

Date  
Time

## What action was taken to Satisfy the Customer?:

SENT A MESSAGE TO THE DRIVER SHE WILL GO PU PKG AND WILL REDELIVER TO THE CORRECT  
ADDRESS CALLED CUSTOMER APOLOGIZED LET KNOW DRIVER WILL BE BY TO PU

UPS Employee Involved: LAKEBURG, X  
Post to Employee's Record?: Y

Completed By: N SCALZO

*need  
records*

UPS 0088



# Law Title

Insurance Agency, Inc.-Naperville

July 15, 2005

Ms. Kathy Lakeburg

This is a summary of our discussion today regarding the attached Closed Customer Concern. When Law Title moved into this building in November, 2003, we occupied Suites 101 and 108. Each office has a UPS account since we are separate profit centers. At that time, I managed the operations in Suite 108.

As I recall, our paths crossed one day in the main lobby and we discussed Law Title having two separate offices in the same building. When I called for UPS to pick up packages, you were being directed to Suite 101. The problem was easily resolved once you knew about both offices. I also recall you started to pick up and deliver to both suites at that time.

In closing, I want to state that you were instrumental in helping us obtain a drop box outside in front of our building. Both offices use that box daily. I hope this information is helpful to you.

Sincerely,

A handwritten signature in cursive script that reads "Mary Tobiasz".

Mary Tobiasz  
Assistant Vice-President

CLOSED CUSTOMER CONCERN

RRDD: 0246

NAPERVILLE 6014

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 11/20/03 17:59  
 CSC Location: CCSC06/306  
 Confirmation #: 801KWRDXR

## Caller Information:

ACCT # 000069YR91  
 (630)717-7500  
 MARY TOBIAS  
 LAW TITLE INSURANCE CO INC  
 RM# 108 2900 OGDEN AVE  
 Lisle, IL 60532

## Incident Location:

SAME

## Description: (P1) Pickup - Scheduled Daily Pickup

Incident Date/Time: 11/20/03 17:55 - CUST IS A NEW ACCOUNT AND HAS A DAILY PU AND OR DID NOT MAKE THIS ATT TODAY ALTHOUGH 1ST ATT WAS MADE AT THIS ADDRESS ON 11/19/03 25 EXPRESS PKGS, THERE IS ANOTHER ACCT FOR THE SAME BUSINESS IN SAME BLDG. 2900 OGDEN STE 101/PKGS WERE TAKEN TO A DROP BOX

## Action Taken by the CSC:

Air Qty:;Ground Qty:25;Cust Wait Time:;Customer Close Time:05:00 PM

Pending?:

## FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date 11/20/03	Prior Contact Attempts:	Date	Date
	Time 18:30		Time	Time

## What action was taken to Satisfy the Customer?:

CALLED THE CUSTOMER BUT GOT NO ANSWER. LEFT MESSAGE STATING WE WERE SENDING DRIVER TO RECOVER PKGS. SENT MESSAGE TO THE AIR DRIVER AND TO REGULAR DRIVER TO ASSURE WE GOT STOP COVERED. AIR DRIVER IN AREA AND WILL DOUBLE CHECK.

UPS Employee Involved: LAKEBURG,K  
 Post to Employee's Record?: Y

Completed By: ARNOLDO DIAZ JR.

Received w/ Kathy. Pam Dreadwell union steward present. Instructed to make verbal customer contact. Call center or ODS if she is running behind & make customer contact at each pickup.

LAKEBURG - RTS

see customer's  
 letter



UPS 0092



Concern 001KDH1HR, 9/03/03

Since Air packages are a priority, I followed company policy to get Air packages delivered on time. Matt, from 84 Lumber, ran after my vehicle after delivering the Air packages, because he was anxious to get the ground packages. This was approximately 10:20a.m. I stopped to accommodate the customer and had to reach over other packages and purposely placed them on other boxes as not to damage packages. No report of damage.

Please note: Krum's handwritten note distorts customer's concern to make me look bad.

## OPEN CUSTOMER CONCERN

BRDD: 0246

NAPERVILLE 6014

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 09/03/03 10:52  
 CSC Location: CCSC04/440  
 Confirmation #: 001KDH1HR

## Caller Information:

ACCT # 00002RV306  
 (630)355-8420  
 MATT PHILLIPS  
 84 LUMBER COMPANY  
 1704 N AURORA RD  
 NAPERVILLE, IL 60563

## Incident Location:

NAME

## Description: (C1) Center Concerns - Hourly Personnel

Incident Date/Time: 09/03/03 10:51 - 1E34124X0145684517, LADY DRIVER, LICENSE PLATE# 19757, CUS SAYS DRIVER WAS RUDE, HARD TO TALK TO, ROUGHLY HANDLING PKGS THE THE EXTENT OF CAUSING DENTS IN HIS BOXES BY DROPPING THEM. REQ A CALL BACK, MATT @ 630-355-8420

## Action Taken by the CSC:

Pending?:

## FIRST REQUEST RESPONSE

Customer Notification:

Telephone

Visit

No Contact Required

Contact: Date  
TimePrior Contact Attempts: Date  
TimeDate  
Time

What action was taken to Satisfy the Customer?:

UPS Employee Involved:

Post to Employee's Record?:

Completed By:

Called customer - Apologized. Will Review w/ driver.

HE ASKED IF THERE WAS ANOTHER BOX IN THE TRUCK.  
 SHE WENT INTO TRUCK, SHE SAID "MESSING W/ MY LUNCH".  
 Throwing Pkg's DESTROYING boxes.

Concern 001JT9FRJ 7/30/03

There was no failure to pick-up 2-day air. The Package was a Fed-X parcel, not UPS.

I did not use profane language, but I did mumble to myself that they were placing wrong weights on the packages. No one was in the room at the time. This company had been politely warned to put correct weights on their packages. Ocular Group became a suspended account.

*Please note:* The concern "Scotti" recorded was different from customer's original concern. "Scotti" is an unknown person to me, but is a reoccurring pattern in concerns. *See a Hachment Avilla*

CLOSED CUSTOMER CONCERN  
 RADC: 0246  
 NAPERVILLE 6014

*WATG up.*

## Original Concern:

Date/Time: 07/30/03 16:29  
 CSC Location: CCSC04/107  
 Confirmation #: 001J79FRJ

## Caller Information:

ACCT # 0000R75A70  
 (630)544-5025  
 NICOLE ZILLER  
 OCULAR GROUP  
 1548 BOND ST  
 NAPERVILLE, IL 60563 6508

## Incident Location:

SAME

## Description: (C1) Center Concerns - Hourly Personnel

Incident Date/Time: 07/29/03 17:00 - SHIPPER R75A70 STATES DRVR WAS RUDE. REFUSED TO PICK UP 2DA PKG ON 7/29. DRVR HAS BEEN DISRESPECTFUL AS WELL AS USED PROFANE LANGUAGE. PLEASE CONTACT NICOLE ZILLER # 630.544.5025 TO DISCUSS.

## Action Taken by the CSC:

## Pending?:

## FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact: Date 07/30/03 Prior Contact Attempts: Date Date  
 Time 16:59 Time Time

## What action was taken to Satisfy the Customer?:

CUST SAYS DRIVER IS ALWAYS RUDE. DRIVER CONSTANTLY SWEARS & MUMBLES UNDER HER BREATH. THROWS BOXES & DROPS THINGS & DOESN'T CARE. SAYS SHE IS CONSIDERING USING FED EX. TOLD HER I WILL FORWARD INFO TO DRIVER'S F/T SUP (ORKASINSKI)

UPS Employee Involved: LAKESBURG, X  
 Post to Employee's Record?: Y

Completed By: SCOTTI

SARA

Naperville Center

# Memo

To: Tom Haefke  
From: Larry Krumi  
CC: Frank Whalley  
Date: 07/29/03  
Re: Attendance

Kathy Lakeburg,

I have reviewed your attendance record and I find that you been ABSENT on four occasions since 10/15/02. You have been spoken to, and warned, regarding your responsibility to be at work on time daily, as scheduled.

Please consider the seriousness of your actions and PROTECT YOUR JOB by reporting to work as scheduled. If any further incidents of the same nature occur, it will result in further disciplinary action, up to and including discharge.

Larry Krumi

10/20  
  
Naperville Center Manager

Driver signature:

R. T. S.

Steward signature:



• Page 1

Tom McPaw

UPS 0113



ABSENT  
Funeral  
leave  
PS sent  
Flowers  
AND  
CARD

0000-773-321-3808 8086-725-111  
Brookfield, Illinois  
9445 31st Street  
Funeral Home, Ltd.  
Hitzeman

2002  
1906/96

#### AFTERGLOW

I'd like the memory of me  
To be a happy one.  
I'd like to leave an afterglow  
Of smiles when life is done.  
I'd like to leave an echo  
Whispering softly down the ways,  
Of happy times and laughing times  
And bright and sunny days.  
I'd like the tears of those who grieve,  
To dry before the sun.  
Of happy memories that I leave behind  
When life is done.

#### In Loving Memory of Maxine E. Wilkinson

†  
Born  
MARCH 11, 1906  
Passed Away  
MON., NOVEMBER 18, 2002  
Services Held at  
HITZEMAN  
FUNERAL HOME, LTD.  
THURS., NOVEMBER 21, 2002  
8:30 P.M.  
Officiating  
REV. MARK JARGSTORF  
Private Inurnment at  
PUTNAM CEMETERY  
Putnam, Illinois

WEDNESDAY WEEK ENDING: 02/12/05

DAILY PACKAGE RECAP

DISTRICT: NORTH ILLINOIS DIST# 0246

10.438 02/12/05 02:02

CENTER : NAPERVILLE SLIC 6014

SUPERVISOR GROUP : 1

		PAID HOURS				OTHER		DELIVERY										PICK UP					
		ON	LCL TOT	CV		HRS	CD	SPOR	MLS	TOR	MSD	C/C	PD	STP	1DA	COD	CALL	STP	STP	MSD	RCR	HI	
TOT	AM	SAL	ROAD	PM	SRT	PLAN	UND																VAL
AITES	S	800	17	767	16	923	123-	25.8	87	294	1	3	192	23	1	2	6			54			
BELL	J	CALLED IN																					
DODD	S	800	23	770	8	1066	205-	29.5	99	322	2	6	212	28	1	1	18			89			
DONLEY	S	909	24	873	12	885	20	21.9	75	342	1	16	182	27			9			21	2		
FREDERICK	R	980	25	764	11	1036	206-	25.4	86	348	1	3	158	74			1	36		108	12		
HAYDOCK	J	VACATION																					
HENDRICKSON	L	COMPENSATION - ON JOB																					
HOFFMAN	S	800	25	760	15	1042	202-	30.3	101	280	9	226	26	2	1	4				3			
KERULIS	J	989	8	981	38	927	62	16.7	101	380	5	148	13				11			185			
LAKESBURG	X	1046	42	1004		963	33	20 BK 20.5	88	310	1	6	171	25			3	05		75			
MCCURLEY	K	1146	17	1117	12	95	138	17.1	72	275	4	4	184	21	3		37			167			
MCDONALD	D	936	17	895	24	893	43	17.9	57	277	1	108	61				1	52		179	7		
MITCHELL	J	COMPENSATION - ON JOB																					
MORRIS	J	986	34	925	27	89	95	17.4	82	259		132	25	2			28			120			
PENDLTON	O	800	34	736	30	967	157-	26.8	102	243	4	161	14				1	36		88			
PRETE	M	800	25	762	13	1066	255-	31.6	95	289	2	6	232	25	1		9			5	1		
ROSS	D	SCHEDULED OFF																					
SCHWOLOW	J	CALLED IN																					
SMALLWOOD	R	800	17	780	3	1002	209-	27.8	99	270	1	10	202	14			10			20			

Absear  
Drivers

**Concern Vines and Branches, 2/01/01**

One person at the store was unhappy because Luann Hunter was not doing the route and I had only been there once that year.

The "foul" language I used was "dam".

I did no damage to their doors.

No one else on the route asked me to be removed.

Vine and Branches manager was unaware of the complaint from one of their employees.

*please note: manager wishes the  
complaint to be removed from my file*



**John's Christian Stores**  
**1212 S. Naper Blvd. #105**  
**Naperville, IL 60540**

July 18, 2005

UPS  
Personnel

Dear Sir or Madam:

Regarding the complaint involving Kathryn Lakeberg dated 2/1/01, we believe there may have been a misunderstanding at the time. We wish the complaint against Ms. Lakeberg to be removed and we also wish to make it understood that we hold no ill will against Ms. Lakeberg or UPS.

Sincerely,



Shelly Traen  
Manager

Expanded View of Concern

Page 1 of 2

**UPS Concerns Analysis Tracking System**

Log Out Summary

Reports Training

Concern Date: 2/1/01 Time: 11:27:32 AM Center: 6014 Taken By: Jennifer  
Maudlin

**Caller Information - Consignee**

Case No: A02460201012 Phone: 630-983-0076  
Account No: Company Name: VINE AND BRANCHES BOOKSHOP  
First Name: Margo Last Name: Vlier  
Address: 1212 South NAPER Boulevard #102  
City: NAPERVILLE State: IL Zip: 60540

Code: C1 - Hourly Personnel

**Situation:**

This customer called to express their displeasure with driver, Kathy Lakesburg. She said the driver had been off the route for a while but returned yesterday "with a bang". The customer said she is always rude, uses foul language and does not represent UPS professionally at all. And yesterday, to make things worse, she backed into their double doors, dented them and drove off. Ms. Vlier said she is speaking for the entire community in requesting that she be removed from the route. They do not want her out there. Note: The customer/community insists on having driver, Lou Anne Hunter, back.

**Corporate Action Taken:**

Apologized to Customer

Contact History \ Concern Status	Employee	Date	Time	Edit
Apologized-promised to investigate/resolve called the customer to apologize about the drivers behavior and the accident that occurred yesterday. I personally visited the customer yesterday as well.	FARMER, MICHAEL	2/1/01	12:41:07 PM	<input type="checkbox"/>
Liberty Mutual contacted to assist in resolution called the customer to apologize about the drivers behavior and the accident that occurred yesterday. I personally visited the customer yesterday as well.	FARMER, MICHAEL	2/1/01	12:41:07 PM	<input checked="" type="checkbox"/>
Division \ Staff Manager notified of concern called the customer to apologize about the drivers behavior and the accident that occurred yesterday. I personally visited the customer yesterday as well.	FARMER, MICHAEL	2/1/01	12:41:07 PM	<input type="checkbox"/>

**Root Cause of Concern:**

Service Provider

Professionalism / Image

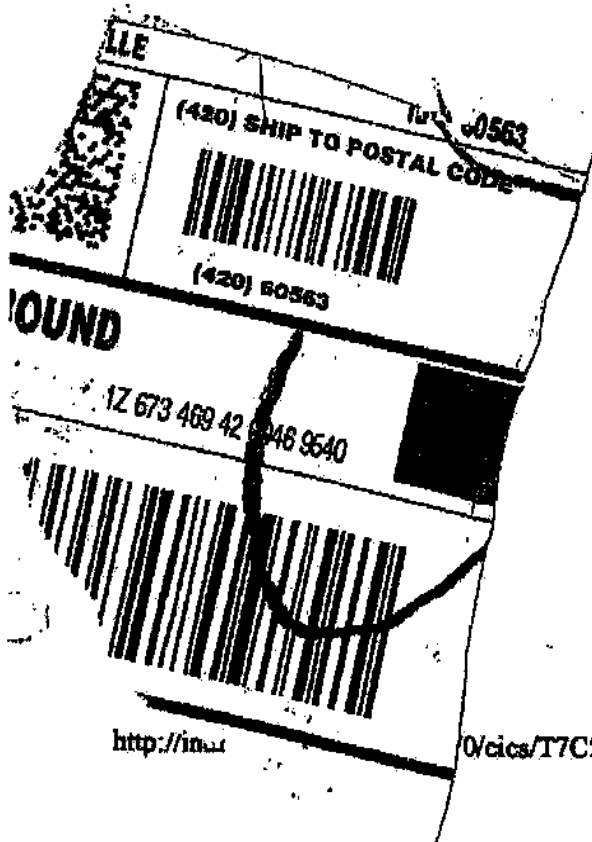
Rudeness

Obscene Language / Gestures

DRIVER IS UNPROFESSIONAL IN HER LANGUAGE .

Tracking Number: 126734694209469540		
Service Level: GROUND DEL CONF		
Revised Delivery Date: 06/27/03		
Search Results		
Package is Part of a Shipment.		
-Customer Information-		
Shipper: 673469	Ship To:	Shipment:
AVENTIS PHARMACEUTICALS 8333 HIGHWAY MILLS DR KANSAS CITY MO 64132 UNITED STATES	DENNIS CREMIN 1982 LABALLE AVE NAPEVILLE IL 60563 UNITED STATES	Service Level: GROUND Total Packages: 1 Pickup Date: 06/24/03 Billing Type: PREPAID

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KATHY  
RETRIEVED  
FROM LABEL.  
PKG was  
Delivered

<http://in...>

0/cics/T7C2PDVP

06/27/2003

**DOCUMENT OF CONVERSATION**

On 6/26/03, the Naperville center audited 38 packages in Kathy Lakeburg's package car.

"1" package(s) was found to be unscanned, no record of package can be found after the delivery scan audit. The package was not recorded in his/her DIAD. He/she understands all packages will be keyed into the DIAD. Any mis-routes or missed packages must be communicated to the Rockford center team prior to arrival back to the center.

I have been retrained in the delivery scan process and methods and understand the procedures that I will follow.

If this problem continues, further disciplinary action will be taken up to and including termination.

Management Signature: P. J. [Signature]

Employee Signature: RTS

Steward Initials: Hendrickson present (C)

Del Scan RFD Document of conversation.nvdocuments.word

AM Prescan Audit Summary - 06/26/03  
Building: 6039 SLIC: 6014

Page: 1

Missed Delivery Scans				
User ID	Scanner	Scan Car	Tracking	Scan Time
PRSCN0001A	124	100170	1Z1X34340345366675	6:52:34
PRSCN0001A	124	851867	1Z8724684208468540	6:45:44
PRSCN0001A	124	659558	1ZAE73280345824036	7:01:55

Recchia DEL/DEL ok  
LAKEDUNA - error  
Lumsden - error

Missed Delivery Scan Frequency			
Car	Scanned Pkgs	No Scans	Frequency
100170	71	1	1 / 71
111072	49	0	0 / 49
132774	38	0	0 / 38
851867	38	1	1 / 38
652555	40	0	0 / 40
652803	37	0	0 / 37
653582	33	0	0 / 33
655384	47	0	0 / 47
658488	88	0	0 / 88
659558	45	1	1 / 45
661173	41	0	0 / 41
803045	54	0	0 / 54
806603	7	0	0 / 7
TOTAL	586	3	1 / 185

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There is no negligence here  
Gave Label to supervisors  
communication to the Rockford team  
is the SOPS job -

Did rec'd 1/17  
or  
Lumsden  
get  
write  
-PS  
No negligence

SCAPE goate - P so Lamy doesn't get in  
trouble - He writes me up

**AM Prescan Audit Summary - 08/06/03**  
**Building: 6039 SLIC: 6014**

Page: 1

Missed Delivery Scans				
User ID	Scanner	Scan Car	Tracking	Scan Time
PRSCN0001A	123	131401	126596584251831187	8:02:02
PRSCN0001A	123	651967	12A2405FD336543737	8:06:10

*-Wilgus  
Lackburg*

Missed Delivery Scan Frequency			
Car	Scanned Pkgs	No Scans	Frequency
111072	26	0	0 / 26
118275	53	0	0 / 53
131401	48	1	1 / 48
131424	53	0	0 / 53
132774	19	0	0 / 19
651967	22	1	1 / 22
652665	25	0	0 / 25
652803	21	0	0 / 21
653592	37	0	0 / 37
658498	23	0	0 / 23
658558	15	0	0 / 15
803045	28	0	0 / 28
808578	20	0	0 / 20
<b>TOTAL</b>	<b>388</b>	<b>2</b>	<b>1 / 194</b>

*2. Did Wilgus  
get a  
write up*

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IT View Package - Movement

Page 1 of 1

*Labeling*

Tracking Number:  
Service Level:  
Revised Delivery Date:

Package Data - Tracking Number - Search Criteria  
1ZA2403F0326843737  
GROUND  
06/06/03

Search Results:

Type	Shipper #	Address/Location	Date	Time	Status
SCAN		6036 ADDISON IL US	08/05/03	07:06	OUT FOR DEL
SCAN		6036 ADDISON IL US	08/05/03	08:45	OUT FOR DEL
SCAN		6036 ADDISON IL US	08/05/03	01:29	ARRIVAL SCAN
SCAN		6059 KACH IL US	08/05/03	00:56	DEPARTURE
SCAN		6059 KACH IL US	08/04/03	20:14	LOCATION
SCAN		6059 KACH IL US	08/04/03	01:46	ARRIVAL SCAN
SCAN		8029 LA-GRANDE VI CA US	07/31/03	08:56	DEPARTURE
SCAN		8029 LA-GRANDE VI CA US	07/31/03	00:01	LOCATION
SCAN		8029 LA-GRANDE VI CA US	07/30/03	22:00	ARRIVAL SCAN
SCAN		9240 SAN BERNARDI CA US	07/30/03	20:44	DEPARTURE
SCAN		9240 SAN BERNARDI CA US	07/30/03	18:58	ORIGIN SCAN
MANIF	A2405F	1 US	07/30/03	10:07	BILLING INFO

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*1/2**8/6**signed  
Boxes**received**by**Sebastian**Whitney  
Lester  
8/6/03*